

**LIMITED ENGLISH  
LANGAUGE ACCESS PLAN  
-FOR-  
THE SUFFOLK COUNTY  
DEPARTMENT OF PUBLIC WORKS**

## **I.**

### **Departmental Mission & Problem Scope:**

The Suffolk County Department of Public Works ("DPW" or "Department") constructs, maintains and operates all county properties other than county parks and those properties acquired by property tax defaults. It also designs, constructs and maintains county roads, sewerage systems, buildings and other facilities, such as waterways, bridges, docks and marinas.

In addition, the Department is responsible for the operation of the Suffolk County Transit System as well as the prevention of mosquito-borne disease and the control of nuisance insects.

The county infrastructure functions performed by the Department directly affect the health, safety and welfare of the County's visitors and inhabitants. Of necessity, a substantial portion of DPW staff interacts with members of the general public on a daily basis ("Client"), some of whom do not communicate in English.

Any inability to directly communicate with an individual non-conversant in the English language directly impacts the Department in providing essential benefits, programs, goods, services and information to that individual.

## **II.**

### **Purpose & Mandate:**

The purpose of this Limited English Proficiency Plan (LEP) is to provide for an effective means of communication with those parties served by the Department in the performance of its varied mission. Upon full implementation, the effectiveness of the LEP will be reviewed on an annual basis to determine whether Client language needs are being adequately addressed.

Compliance with this purpose is mandated by the following statutes, regulations, rules and orders:

- a. **U.S. Department of Justice Title VI Legal Manual**, January 11, 2001 edition
- b. **U.S. Department of Labor Policy Guidance on the Prohibition of National Origin Discrimination as it Pertains to Persons with Limited English Proficiency (05/29/03)**, Federal Register, Volume 68, Number 103, Page 32289-32305
- c. **Presidential Executive Order 13166 (August 11, 2000)** federally funded agencies must take reasonable steps to ensure that people who have limited English proficiency (LEP) have access to the recipient's programs and services.
- d. **NYS Governor Executive Order No. 26 Statewide Language Access Policy (October 14, 2011)**

e. **Suffolk County Executive Order 10-2012 Countywide Language Access Policy (November 9, 2012)**

**III.**

**Departmental Policy:**

It is the Policy of the Department to effectively communicate with its entire Client base. For those individuals with Limited English Language Proficiency, it is the goal of SCDPW to utilize alternative means and methods to communicate with said individuals to insure that they receive and comprehend information provided by DPW in the delivery of essential benefits, programs, goods, services and information.

**IV.**

**Definitions:**

**Limited English Proficiency (LEP):** A Client with Limited English Proficiency (LEP) is someone who is unable to speak, read, write or understand the English language at a level sufficient to enable sufficient communication with DPW staff in a manner effective for conducting Departmental business.

**Effective Communication:** Effective communication in a DPW setting occurs when the Client is able to send and receive communications to and from DPW staff so that the Department, in furtherance of its varied mission, can address the Client's needs without unnecessary delay.

**Primary Language:** Primary Language means a Client's native language in which the Client most effectively communicates. DPW personnel should avoid assumptions about an individual's primary language. Clients within Suffolk County speak many languages with different dialects. DPW personnel will attempt to make every reasonable effort to ascertain an individual's primary language to ensure effective communications pursuant to Executive Order 10-2012.

**Interpretation:** Interpretation means the act of listening to an oral communication and transferring that communication from one language into another language while retaining the same meaning.

**Translation:** Translation means the act of reading a written communication and transferring that communication from one language into another language while retaining the same meaning.

**Bilingual:** Bilingual means the ability of a DPW staff member to proficiently communicate in both English and a Foreign Language for a specific DPW matter. It does not necessarily indicate that the staff member is fully fluent in both languages but rather that the employee is able to sufficiently communicate with the Client regarding the key issues immediately at hand.

**Meaningful Access:** Meaningful Access to essential benefits, programs, goods, services and information is the standard of access required of DPW to insure compliance with federal, state and county LEP requirements as set out in relevant federal, state and

county laws, rules and regulations.

To ensure meaningful access for LEP Clients the Department must make available to applicants/recipients of benefits, programs, goods and services free language assistance that results in accurate and effective communication that does not result in undue delay or denial of essential benefits, programs, goods, services and information to which the LEP Client is eligible.

**Vital Documents:** Vital Documents means those forms or documents utilized by DPW that are critical for accessing or delivering essential DPW benefits, programs, goods, services and information.

**DPW Authorized Interpreter:** DPW Authorized Interpreter means a DPW employee who has volunteered and has been authorized to interpret for others in certain situations.

## **V.**

### **LEP Population:**

Predicated upon the 2010 decennial census, the Suffolk County Executive's Office has determined that the following languages, in addition to English, are the six (6) most commonly used in Suffolk County:

1. Spanish;
2. Italian;
3. Mandarin Chinese;
4. Polish;
5. French Creole; and
6. Portuguese.

This specific Language Access Plan will primarily target the above-listed languages. The Plan will be modified in subsequent plans and amendments thereto should this list change.

## **VI.**

### **Procedure for Providing Language Access to the LEP Population:**

#### **A. Interpretation of Oral Communications:**

1. Telephone Calls with the Department: Those Clients who communicate with the Department via telephone will have their calls switched to the Telephone Interpreting Services currently provided by Language Line Solutions under a Suffolk County contract. Presently this service interprets over 200 languages.
2. Client Visits to the Department: Those Clients who communicate with the Department in person will either:
  - a. Have their conversations interpreted through the Telephone Style Interpreting device in the Commissioner's suite with Interpreting

Services currently provided by Language Line Solutions under a Suffolk County contract. Presently this service interprets over 200 languages; or

- b. Communicate directly with a Volunteer Bi-Lingual DPW employee who can adequately communicate with the Client in their native language.
3. Field Visits with the Client: Employees who communicate with LEP Clients in the field will call into the Department and have their calls routed to Language Line Solutions for interpretation.

#### B. Maintaining a List of Oral Interpreting Resources

We use or have available for oral interpretation and written translation the following human resources:

1. Bilingual staff members who may work directly with LEP individuals (current as of January, 2019):
  - a. Spanish (7)
  - b. Filipino (2)
  - c. Hebrew (2)
  - d. Russian (2)
  - e. Cebuano (1)
  - f. French (1)
  - g. French Creole (1)
  - h. German (1)
  - i. Tagalog (1)
  - j. Yiddish (1)
2. Access to Language Line Solutions interpretation services.
3. The Department's Language Designee maintains the list of DPW human resource interpreters (Exhibit 1) who are available to staff. This list includes the name and language for which each interpreter can provide assistance for language accessibility.

## VII.

### **Translations of Written Documents:**

The process to determine and reassess at least annually starting from the effective date of this plan those vital documents (including website content) which must be translated will be as follows:

1. The Department's Language Access Designee will contact each Division Director or their assigned staff member (Exhibit 2) to determine:
  - a. those new documents such as applications, instructions and notification forms for use by the general public have that been generated. These documents will then be sent to the county vendor translator for

translation into the required languages and posted on the Department's website when appropriate; and

- b. whether existing documents for use by the general public are now obsolete and insure their removal from Departmental circulation as well as from the Department's website.

#### **VIII.** **Monitoring**

The Language Access Designee will monitor the agency's compliance with Executive Order No. 10-2012 by annually collecting data on the provision of language assistance services, the availability of translated materials, whether signage is properly posted and any other relevant requirements.

The Language Access Designee of the Department of Public Works will be responsible for at least annually reviewing all new documents issued by the Department of Public Works to assess whether they should be considered vital documents and be translated.

#### **IX.** **Reporting**

The Language Access Designee will monitor and report upon the Department's compliance with Executive Order No. 10-2012 by timely submitting all reporting required by the Suffolk County Executive in the mandated format. To achieve this goal, the Language Access Designee will work with employees assigned to the reporting task by the Department of Information Technology by providing all required data and responding to their questions regarding same.

#### **X.** **Training**

The Suffolk County Department of Public Works will ensure that all personnel are aware of its LEP policies, methods of providing services to LEP individuals and other information contained within this plan.

Training in the manner, format and schedule required by the Office of the Suffolk County Executive, on cultural competency and how to access and use the Language Line Solutions Interpretation Service is mandatory for appropriate staff.

#### **XI.** **Assigned Language Access Designee:**

The Department will continuously have one or more of its employees assigned to implement, monitor, address complaints and report on the program. Currently, the employee assigned to this duty ("Language Access Designee") is:

Geoff Mascaro, Property Management Administrator  
Community Response Unit

Suffolk County Department of Public Works  
335 Yaphank Avenue  
Yaphank, NY 11980-9608  
Direct Telephone: 631.852.5321  
Direct Email: [geoff.mascaro@suffolkcountyny.gov](mailto:geoff.mascaro@suffolkcountyny.gov)

**XII.**  
**Complaints**

The Department will adhere to the countywide grievance policy that will be developed by the County Executive's Office. The "Access to Services in Your Language: Complaint Form" will be available in the six required languages in the Department's administrative offices, and on the DPW webpage.

**EXHIBIT 1**



**DPW INTERPRETERS**

<u>Employee Name</u>	<u>Division</u>	<u>Language</u>
Geoff Mascaro	Community Response	German
Steven Forst	Finance	Hebrew
Steven Forst	Finance	Yiddish
Raquel Hecht	Finance	Spanish
Jonah Rivera	Highways, Structures & Waterways	Filipino
Jonah Rivera	Highways, Structures & Waterways	Tagalog
Jonah Rivera	Highways, Structures & Waterways	Cebuano
Lizbett Harding	Highways, Structures & Waterways	Spanish
Nester Tan	Highways, Structures & Waterways	Filipino
Russ Mackey	Highways, Structures & Waterways	French
Jean Claudy Junior LaMontagne	Highways, Structures & Waterways	French Creole
Boris Rukovets	Sewers	Russian
Hector Soto	Sewers (Bergen Point)	Spanish
Ricardo Castro	Sewers (Bergen Point)	Spanish
Felipe Gonzales	Sewers (Bergen Point)	Spanish

**DPW INTERPRETERS**

<u>Employee Name</u>	<u>Division</u>	<u>Language</u>
Alvaro Sanchez Comparetto	Sewers (Bergen Point)	Spanish
Ginger Russo	Transportation	Spanish
Ilia Rochin	Vector Control	Hebrew
Ilia Rochin	Vector Control	Russian

**EXHIBIT 2**

## **LANGUAGE ACCESS PROGRAM**

### **DIVISION**

### **ASSIGNED STAFF MEMBER**

**Community Response**

**Larry Hynes (2-5320)**

**Building Maintenance**

**Craig Rhodes (2-4095)**

**County Architect**

**Keith Larsen (2-4074)**

**Facilities Engineering**

**Mike Monahan (2-4225)**

**Finance**

**Charles Jaquin (2-4044)**

**Fleet Services**

**Lori Baldassare (2-4785)**

**Highway Maintenance**

**Amy Baldwin (2-4072)**

**Highways, Structures &  
Waterways**

**Donna Murphy (4-4081)**

**Personnel**

**Debbie Riggio-Smith (2-4211)**

**Sewers**

**Janice McGovern (2-4188)**

**Transportation**

**Chris Chatterton (2-4880)**

**Vector Control**

**Tom Iwanejko (2-4267)**